

Preparing for NMCI

Q. The even driven cut-over schedule is causing anxiety in the field, because the Marine do not know when they will be cut-over, what is being done to improve communication of important dates as far as NMCI is concerned?

A. Updated information is passed to the MCTOICs every week at their weekly meeting. The schedule will be posted to the NMCI website when known. The best place to look is on the NMCI website <http://www.nmciinfo.usmc.mil/> under transition management for updated schedule information.

Q. Will there be a transition period for e-mail address periods so that Marine can still receive mail for a period of time on their old accounts after cut-over.

A. Yes there will be a transition period, the length of time is not known yet, but there will be some sort of transition period.

Q. How will NMCI and non-NMCI agencies interact?

A. MCNOSC will have to work these issues out as they come, communication should not be a problem but there is the potential for disconnects.

Q. How can individuals provide input to the COI change management board?

A. MCNOSC Maj Joe Petto manages the board but application issues should be directed to the Functional Area Managers not the board

Q. USB loads drivers when it is plugged in, will NMCI allow this?

A. As of now it is allowed, the official policy is in the works.

Q. If EDS has to reimage a hard drive will the data be lost.

A. Yes, the user is required to back-up data kept their hard drive prior to reimage. Data kept on the network files is the only data that EDS is required to back-up.

Q. Some computers are non-USB compatible, how will the data from these computers be transferred?

A. The data will have to be moved into the migration data folder. USB will only be used to transfer data from ESI machines.

Q. What will happen if my data exceeds the size limit of the migration folder.

A. The system will not let you move more that the allowed amount of data.

Q. What is an ESI machine?

A. Enterprise machine from Dell purchased for transition.

Q. Does the 700 MB limit apply to organizational folders?

A. There is an extra 100MB per seat allotted for organizational files, all additional space will have to be purchased.

Q. When will CTR training be conducted?

A. It is scheduled to begin the 1st week in December

Q. Isn't the training too late.

A. Yes, it is late for some sites. This is the first cut-over site so a lot of the knowledge gained here is what is going to be taught. This will be a continual effort.

Q. How will EDS remote site training work?

A. Online course will be available.

Q. Is the AOR helpdesk the one that is being used now?

A. Yes, the EDS helpdesk will be used after cut-over.

Q. Will help desk be local?

A. No, help desks will be located in Norfolk, VA and San Diego, CA. Local teams will be on site to take care of any problems that can not be handled over the phone via the help desk.

Q. An on-site support contractor must enter into their own contractual agreement with EDS for Support. The NMCI website provides that this can only occur "only after NMCI service is available at the particular site". In the case of Quantico, is availability measured at commencement of cutover (when LtGen Hanlon receives his NMCI service) or is it upon completion of the entire site-when all over Marine and GS employees receive their service?

A. This is false, on-site contractors may order seats directly from EDS or through their government customers. On-site contractors do not have to wait until their entire government site is cut-over, it can be done simultaneously based on requirements but EDS does not want contractors arranging for service ahead of their government sites.

Q. One of the briefers said that this is not the case. He said that on-site contractors should already have placed their orders even pending authority to have service.

A. This depends on who is ordering the seats, if they are being order through the Marine Corps they will have to be ordered on that timeline.

Q: Can I access or validate computer with firewall?

A: Load PKI and have access from anywhere you are but you cannot get to your files. You can look at e-mail.

Q: What is the level of response from the NMCI help desk based on?

A: The price of the seat. VIPs will bet better service, but there are still problems with the help desk.

User Awareness

Q: What are the expectations for action on a submitted MAC?

A: This depends on the MAC. It is governed by a service level agreement.

Q: If a machine has more than one user and tech support has to service the machine, should both users be there to allow the technician to service the machine?

A: Both users should be there when the technical support person arrives to service the machine.

Performance Management/Moves, Adds, Changes

Q. Who is responsible for authorizing MACs?

A. MAC will be managed by major subordinate commands, all requests will have to be approved by the lead CTR.

Q. If the command has left over MACs at the end of the year do they carry over into the next year.

A. No, use it or lose it.

Q. The NET tool is unacceptable and many MACs might have to be done as a result of NET not recording seat order correctly, will there be an exception to MAC charges for this reason?

A. This will have to be worked out with EDS, we are aware that there are problems with NET. We are working on an in-house tool for CTRs to use to input their data into before it is transferred to NET in order to keep track of discrepancies with NET.

Q. Will MACs be tracked by ID or quantity?

A. It should be tracked by request topic.

Q. What happened to CLIN 0026 bundle of 250 MACS? What is a command such as Recruiting Command suppose to do about ordering additional MACS?

A. Order "project MACs", CLIN 26AP for groups of 20 or more. It doesn't have a set price; Commands must identify their requirements.

Deployables:

Q. Does the deployment support plan apply to laptops?

A. This depends on the unit. Some units deploy people only, while some take their machines with them. Only seats ordered as deployable will be able to deploy.

Q. What do the white vans used by the MALS have to do with them not using NMCI?

A. The vans contain an entire network and currently EDS does not have the capability of deploying them at a moments notice. This has the potential to hinder operational capability and therefore they will not use NMCI until EDS can improve the deployment time for this type of scenario.

Q: Will Base OPS (EDS Personnel) rehearse and be prepared for deployment?

A: EDS is responsible for training their own people. NMCI must implement SLAs in order to make EDS comply with training personnel for deployment.

Q: Are the Marines responsible for IT Assets in their unit?

A: Marines do not need computer technical expertise to comply with NMCI growing pains. There are training documents available.

Q: When a Marine deploys does the seat stay or does the person bring the seat with them?

A: The most logical answer is to bring your seat with you, but it can be done either way.

Q: Will a representative from EDS be deployed to Iraq in support of the soldiers in the battle theatre?

A: No they will not. The USMC will have full administrative rites. If something goes wrong, the help desk will be contacted and the proper setting up of PKIs play a major role.

Q: Why has C4I, Syscom, presented the NMCI process tied at the schools so poorly to TECOM?

A: Guidance and instruction on deployment are to be added on to the Base sites academic schedule.

Legacy Applications

Q. Can the Navy order off of the USMC rationalized list?

A. They will be able to link to them, but they will have to be approved for them to use them.

Q. Is there a standard naming convention for applications being tested for certification?

A. They try to keep them uniform but that is not always possible.

Q. What about a USMC COTs that is used by Navy and approved on their end?

A. After it is verified that the application is the exact same program it is recommended that EDS certify it by association of the other application. It will still have to go through LADRA testing.

CAC/PKI

Q. If CAC readers are going to be necessary for OWA who will pay for them?

A. Yes CAC will be the only way to access the network, it has not been determined who will be responsible for paying for them yet.

Q. Where do I go to get a PKI certification?

A. That Question could be an open ended one

1) Do you need to have PKI capability right now?

2) If not will you be a NMCI seat holder?

3) If you do need PKI capability ASAP, then you can get one from 3086 Roan St. Wing B.

4) If you will be a NMCI user and do not need PKI right now, then you should wait for your NMCI email address then go to the Pass/ID office to a DEERS/RAPIDS work station and get your CAC. NOTE: There are certain forms which need to be filled out if you are a contractor.

5) If you have a CAC already, most likely you already have PKI certificates and will not be able to use them until NMCI cuts over your seat.

6) If you have a CAC and need to use PKI right now, then you can either come to above place and get software certificates or request at same place for a CAC reader, but you must have ISSO or Commands ok, to put middleware software on your machine to use the CAC reader.

Lisa Atkins is the POC for this, atkinslm@mcnosc.usmc.mil, 703-784-5060.

Q: Do we have enough money to cover all of our seat requirements?

A: Right now only about we are at 80% of our requirement.

NET

Q. Has there been any progress in searching for ITS#'s in tools.

A. No, the problem has been brought to the attention of the web developer.

Q. What templates are available in NET and in tools, why are they not the same?

A. More templates are loaded in Tools than in NET. They are supposed to automatically update each other but that is not working correctly. Net is currently being updated manually weekly.

Q. Has the RFS for the template issue been resolved?

A. Yes, for the USMC side RFS are not required.

Q. Will templates have to be provided again?

A. No, they are in tools they just have to be loaded to NET and will not need to be provided again

General Questions and Answers

Q. Despite the firewalls a lot of viruses have been coming through the network in the

last week, when will the security system be reliable?

A. The best thing to do is put in trouble tickets when you see this sort of thing so that EDS is aware. Several things are unstable due to beginning cut-over.

Q. Will help desk remedy visibility be available to users.

A. It may be available but there will be too many tickets for someone to sort through.

Q. Who is the contracting authority to inform the contractor of when they can enter into this agreement?

A. Steve Riffe, contracting officer Marine Corps Systems Command.

Q. Has the cost been determined for Legacy tactical SIPERNET servers?

A. There is no cost.

Q. Who is the Point of Contact at MCNOSC for firewall issues?

A. The first thing that need to be done if you have an NMCI issue is to put in a trouble ticket. This is essential to ensure that EDS is aware of the problem and able to resolve it or create a work around for the time being. The POC at MCNOSC is Dave Pettit.

Q. Can a Navy account access OWA on the Navy side from a USMC desktop?

A. Yes. Someone with a valid account in the USMC domain would need to login first, then let the Navy user access OWA. This will work until OWA is PK-enabled for authentication (at which time the Navy user would need to use their laptop while on travel but could still use a USMC wall plug—see scenario 3).

Q. Can a USMC account access OWA on the USMC side from a Navy desktop?

A. Yes. Someone with a valid account in the Navy domain would need to login first, then let the USMC user access OWA. This will work until OWA is PK-enabled for authentication (at which time it won't work--see scenario 4).

Q. Can a Navy account access OWA on the Navy side from a Navy laptop in a USMC wall plug?

A. Yes. This will work until all USMC seats are transitioned and the USMC firewall rule set is modified to only allow outbound web requests that are proxied (non-proxied access is currently allowed to accommodate legacy seats using the NMCI transport).

Q. Can a USMC account access OWA on the USMC side from a USMC laptop in a Navy wall plug?

A. No. The firewall rule set on the Navy side only allows web traffic that is proxied to exit the B1.

